





MiScorecard Performance Summary

Business Unit: **Childrens Ombudsman**
 Executive/Director Name: **Orlene Hawks**
 Reporting Period: **Jun 2018**

Green **>=90% of target**
 Yellow **>= 75% - 90% of target**
 Red **<75% of target**
 Date Approved: **7/2/2018**

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
Customer/Constituent								
C-2	Response time for attempting initial contact with complainants	Green	==	75%	100% Second Quarter 2018	100%	Monthly	Percentage of intakes where initial contact with a complainant is made within five business days.
Internal Business Process								
IB-1	Timely investigative and complete reports	Red		120.00	188.00 Second Quarter 2018	63.40	Quarterly	Average number of days for completing complainant investigations and writing the report
IB-1A	Actual investigation time	Green		30.00	31.98 Second Quarter 2018	30.36	Quarterly	Average number of actual work hours spent investigating a full investigation from the date work is commenced until the date the investigation is completed.
IB-1B	Lag time for investigating cases	Green		10.00	4.49 Second Quarter 2018	4.26	Quarterly	Average number of days between the date a case is assigned to an investigator and the date work on a case is commenced.
IB-2	Timely investigate death cases	Green		180.00	197.63 Second Quarter 2018	181.40	Quarterly	Average number of days for completing death investigations and writing the report.